

## Other EAS FAQs

Questions or Concerns? Contact Paul Twohig (202-267-3860)

### 1. I hear other employees say that the EAS results are not used. Are they?

EAS results **have been used** for:

- A. Developing FAA-wide initiatives
- B. FAA organizations making changes
- C. Tracking programs and studying issues
- D. Reviews by external stakeholders

There is also an increasing push to manage by using metrics, which should increase the use of employee survey results. In fact, the EAS may be used as one metric for assessing progress in FAA's new Strategic Plan. EAS results have also been used in research on factors affecting safety performance. (See report 02/9 at <http://www.cami.jccbi.gov/aam-400A/Abstracts/2002TechRep.htm>).

However, we recognize the concern that in some cases prior EAS results have not been used consistently and even not used at all. (For one analysis of the use of EAS 2000 results, see the report: 03/11 “*The employee attitude survey 2000: Perspectives on its process and utility*” at [http://www.cami.jccbi.gov/aam-400A/Abstracts/Tech\\_Rep.htm](http://www.cami.jccbi.gov/aam-400A/Abstracts/Tech_Rep.htm).) Below we will outline some of the uses that the survey team knows about, but you should also ask your management for more detailed information on the use of EAS results and how they plan to use future results. For EAS 2003, we expect to have a planning meeting with FAA executives to identify ways for better using EAS results.

A. EAS results have led to major **FAA-wide initiatives**, examples include:

- Communications—VOICE internal communications team/network
- Performance Management System (PMS) to improve employee-supervisor discussions of performance expectations and development
- Accountability Board to improve consistency of dealing with harassment concerns

B. **FAA organizations have applied own results**, examples:

- ATS - used EAS results for MWE metrics for facilities and other units; put all **summary** EAS reports on the intranet including facility-level reports
- AVR –each organization applied own results
- ARA – cross-walked EAS with culture survey results, identified core values/behaviors for ARA management and employees
- ARC – developed and tracked strong performance management and communications initiatives
- ARP – each organization picked one or two issues as action areas and briefed ARP-1 on progress

C. EAS results are used as **metrics for tracking programs** and human capital practices

- EAS results provide a metric for the new FAA Strategic Plan
- EAS results are metrics in the human capital plans of several FAA organizations and in special studies of such programs as the Accountability Board

D. EAS results are **used by external stakeholders**, such as Congress and the General Accounting Office, for information about the FAA workplace. Without EAS results, these groups might have to rely too much on anecdotal information.

**2. Will my data still be used even if I am in a small work unit (facility, branch, etc.) & too few surveys (less than 8) are returned for a report to be produced for my unit?**

- YES! Every EAS response adds value to the validity & reliability of the results & will be part of a variety of reports.
- Your responses will be part of summary reports for larger organizations, examples: divisions, directorates, all towers in a region, your line-of-business, the whole FAA.

**3. If I skip some questions will my results still be used?**

**Yes.** Answering the survey as a whole, or any part of it, is voluntary. Even if you skip some items, including demographic questions, we will use your remaining responses in producing appropriate summary reports.

**4. Was EAS 2003 coordinated with FAA unions?**

- Yes.

**5. You say that individual survey responses are confidential but I got a reminder card when I did n't return my survey.**

- That was a coincidence. We mail out reminders **to all employees**. We don't know which employees have returned surveys.

**6. What LDR code should be used for the time required to respond to the survey?**

- LDR code 'Corporate Services' CORPSV CP0300